



Knowledge Management Section and sponsored Digital Humanities / Digital Scholarship (DH/DS) SIG
ANNUAL REPORT
2018-2019

Summary

After WLIC 2018 in Kuala Lumpur, the Knowledge Management (KM) Section worked intensively to accomplish and execute the programs and activities it had planned during and in conjunction with WLIC 2019 in Athens. These included:

- A full-day satellite conference, co-organized with the Digital Humanities / Digital Scholarship (DH/DS) SIG, at Ionian University in Corfu with the topic: *Artificial intelligence and its impact on libraries and librarianship*
- A joint open session with the Information Technology Section with the topic: *Artificial intelligence and data mining to transform knowledge management and information services in libraries and information organizations*
- A joint open session between the DH/DS SIG and News Media Section with the topic: *Success stories and challenges: News media reused in research and by the general public*
- The 6th Annual KM Knowledge Café co-organized with the Continuing Professional Development and Workplace Learning (CPDWL) and Library and Research Services for Parliaments (LRSP) Sections
- Delivery of lightning talk: *Let's dance: A global KM practice* as part of the Division III Session: *Library services for a multicultural world*
- A two-hour roundtable session on the past, present, and future of the DH/DS SIG
- Progress on the forthcoming knowledge management special issue of the *IFLA Journal*

The KM Section continued sponsorship of the DH/DS SIG.

As the global voice of knowledge management, the KM Section followed its 2018-2019 Communication Plan. Outreach, marketing, and communication efforts included:

- Creating and disseminating its biannual KM newsletter
- Posting regularly on its social media accounts (i.e., Facebook, Twitter, and LinkedIn) and listserv
- Providing feedback on IFLA's Global Vision
- Keeping the IFLA KM page up to date, including upload of minutes from Kuala Lumpur business meetings, updated Action Plan, and updated Annual Report
- Using Basecamp and Zoom for regular internal meetings with KM Leadership Team, Organizing Committees, and Standing Committee members

The KM Section was recognized by IFLA with the 2019 Dynamic Unit and Impact Award with special mention for communication and advocacy.

In the forthcoming 2019-2020 cycle, the KM Section will continue its standard of excellence in programming and activities. Planning is underway for another full-day satellite conference in Dublin, two joint open sessions, and the 7th Annual KM Knowledge Café. The KM Section will publish its planned special issue of the *IFLA Journal*.

Introduction

This Annual Report template corresponds with the Action Plan you prepared for the period 2018-2019. This report is an important way to inform the Professional Committee, your Section's Standing Committee, members of your Section and the profession around the world about achievements over the past year.

The Annual Reports of all IFLA Sections provide important input to the fulfilment of IFLA's Professional Programme, Strategic Plan and Key Initiatives, and also contribute to IFLA's Annual Report.

Please return this form to your Division Chair and the Professional Support Officer (professionalsupport@ifla.org) by **31 October 2019**.

A summary should be provided to the membership of your Professional Unit and published on your webpage.

More information on Annual Reports can be found in the Officers corner: <https://www.ifla.org/officers-corner/annual-reports>

PART 1: Projects/Activities

Objective 1	
<i>Provide information professionals and knowledge managers an open forum to access and share information on the developments, theories, practices and skills related to knowledge management.</i>	
Projects/Activities	Progress
1. Satellite Preconference (SM) jointly organized with DH/DS SIG; topic: <i>Artificial Intelligence and its impact on libraries and librarianship</i>	1.Completed. The full, one-day SM was held on Aug. 23, 2019 at Ionian University, Corfu island, Greece.
2. Joint Open Session Knowledge Management and Information Technology Sections; topic: <i>Data mining and artificial intelligence – Artificial intelligence and data mining to transform knowledge management and information services in libraries and information organizations</i>	2.Completed. The one-and-a-half-hour session was held on Aug. 26, 2019 at Mitropoulos Hall, MAICC (session 114)
3. 6 th Knowledge Café 2019: jointly organized with Continuing Professional Development and Workplace Learning (CPDWL) and Library and Research Services for Parliaments (LRSP) Sections	3.Completed. The one-hour session was held on Aug. 27, 2019 at Banqueting Hall, MAICC (session 184)
4. Participation in the Division III session; topic: <i>Library services for a multicultural world: with special consideration to the many languages involved</i> ; KM lightning talk topic: <i>Let's dance: a global KM practice</i>	4.Completed. The two-hour session was held on Aug. 27, 2019 at Banqueting Hall, MAICC (session 155)
5. Joint open session of DH/DS SIG with News Media Section; topic: <i>Success stories and challenges: news media re-used in research and by the general public</i>	5.Completed. The two-hour session was held on Aug. 25, 2019 at MC3, MAICC (session 085)

6. Digital Humanities / Digital Scholarship roundtable session	6.Completed: The two-and-a-half-hour roundtable session was held on Aug. 27, 2019 at Business Meeting Room 4 MAICC (session 197)
7. Plan for the WLIC 2020 in Dublin	7.Ongoing: Discussion and decisions taken during the two Business Meetings in Athens 2019 for a Satellite Meeting with DH/DS SIG, a Joint Open Session with IT Section, a Knowledge Café and two joint sessions (in name only) with the Subject Analysis and Access Section and News Media Section. A project with Education and Training Section was also decided as Focus Area 1 in Action Plan 2019-2021.
Output	Impact
1. Papers are available via IFLA Library (http://library.ifla.org) and an SM summary report was submitted to IFLA and Division III chair on Oct. 14, 2019.	1. SM attendance: 36 people from 11 countries; 7 speakers and great participation from the local community and faculty. Program contained seven 20-minute presentations followed by Q&A and panel discussion with speakers moderated by the co-chair.
2. Papers are available via IFLA Library (http://library.ifla.org).	2. Program contained six papers of 15 minutes each (for a total of 1 hour and 30 minutes) and a panel discussion moderated by the co-chair. More than 15 paper abstracts were received for evaluation. Conference hall was full and standing room only. Simultaneous translations were required. The session gained attention by ALA's <i>American Libraries</i> magazine: https://americanlibrariesmagazine.org/blogs/the-scoop/ifla-wlic-artificial-intelligence-data-mining
3. Delegates at the Knowledge Café participated eagerly and shared their experience on each given topic.	3. Program included twelve simultaneous roundtables of twelve topics with a facilitator and moderator for each. Each table accommodated two shifts of delegates rotating every 20 minutes.
4. Presentations and Q&A session	4. The Knowledge Management Section's lightning talk was one of the most warmly applauded during the session. The talk was vivid and well-prepared.
5. Papers are available via IFLA Library (http://library.ifla.org).	5. Six papers of 15 minutes each were delivered with interactive discussion and Q&A. 13 paper abstracts were received for evaluation. Conference hall was full and standing room only.
6. Broad discussion on the past, present, and possible future of the SIG. Included reflections on the accomplishments and work of the SIG based on online survey results.	6. Participants reviewed draft mission and vision for the SIG and discussed goals and priorities for the upcoming years. Participants achieved consensus to advocate for the SIG to be upgraded to a full section. SIG leadership engaged IFLA and greater DH/DS communities with phase one of a global initiative to discuss the SIG's future. Over 300 people responded to an online survey and voiced their support for the SIG to continue to phase two which involves preparation for the 2021 full SIG evaluation by IFLA HQ.

Communications

IFLA KM website, WLIC 2019 website, IFLA-L, KMDG-L, Section's social media (LinkedIn, Facebook, Twitter), KM Newsletter, Zoom meetings for leadership team and organization committees, Basecamp for Standing Committee members. Additionally, regarding the SM: dissemination throughout the Greek library community and specifically for Ionion University faculty and students.

Objective 2

Continue the promotion of IFLA KM Section as the "Voice of Global KM" to all IFLA members implementing the Section's Communication Plan.

Projects/Activities	Progress
1. Collect information about KM Section's activities to regularly update the IFLA website	1. Ongoing: Comply with IFLA's instructions in restructuring of the IFLA website.
2. Use social media to encourage participation in and raise awareness of KM activities	2. Ongoing: Marketing and outreach pertaining to knowledge management generally and KM Section specifically
3. Publish the KM Newsletter twice a year	3. Completed: Two issues of the KM Newsletter were published (no. 25, December 2018 and no. 26, Summer 2019)
4. Respond to IFLA's invitation to the Global Vision workshop for the new IFLA Strategy at The Hague, June 2019	4. Completed
Output	Impact
Regularly update the official KM website with Business Meetings 2018 Minutes; Action Plan 2018-2019; Communication Plan 2018-2019; Annual Report 2017-2018; Knowledge Café and Satellite Meeting reports 2018; KM Newsletters and social media posts; Advocacy papers 2017 and 2018; update on Section's activities towards the WLIC 2019 program	Section's work recognized by <i>IFLA to award the IFLA Dynamic Unit and Impact Award 2019: special mention for communication and advocacy</i> , in Athens 2019.

Communications

IFLA KM website, WLIC 2019 website, IFLA-L, KMDG-L, Section's social media (LinkedIn, Facebook, Twitter), KM Newsletter, Zoom meetings for leadership team and organizing committees, Basecamp for the Standing Committee members

Objective 3

Support information professionals on advocating the value of knowledge management in their organizations.	
Projects/Activities	Progress
1. Develop a toolkit in IFLA Global Vision Program	1. Completed: The activity changed to a lightning talk for the Division III open session for IFLA WLIC Athens 2019
2. Prepare and publish an updated Communication Plan 2018-2019	2. Completed: published in KM official website
3. Further preparation of KM Advocacy papers and work with IFLA for its International Advocacy Programme, according to IFLA's proposal to KM	3. Waiting feedback from IFLA after the WLIC 2019
Output	Impact
A lightning talk was presented at the Division III open session under title: <i>Let's dance: a global KM practice</i>	Audience appreciated well the talk.
The Communication Plan describes the public engagement of the Section. Social media followers increased during the 2018-2019 year (see Appendix "Social media numbers, 6/24/2019").	Anticipated impact on the knowledge management community.
Communications	
IFLA KM website, WLIC 2019 website as mentioned on the online program, IFLA-L, KMDG-L, Section's social media (LinkedIn, Facebook, Twitter), KM Newsletter, Zoom meetings for leadership team, Basecamp for Standing Committee members	

Objective 4	
Promote knowledge management literacy with raising awareness within KM Section members about the growing importance of knowledge management in libraries, knowledge management centers and organizations.	
Projects/Activities	Progress
1. Publish a special issue on knowledge management for the <i>IFLA Journal</i> in collaboration with the Editor-in-Chief	1. Ongoing: Evaluation of 22 papers received from 13 countries; of those, 6 are rejected and 9 are accepted so far. Discussion is underway about publishing one or two special issues. Some rejected papers that are not on knowledge management may be recommended for publication in other venues.
Output	Impact

1. Issue(s) expected at the end of 2019 or beginning 2020	1. The special issue will raise the visibility of KM Section and widen its impact in the scientific community.
Communications	
Call for papers published in IFLA Journal, on IFLA official website, and via social media and listservs.	

Professional Unit meetings or conference calls

Please show how the Standing Committee has conducted its business over the year.

Date <i>When the meeting was held</i>	Location or type of meeting <i>Physical or virtual meeting (telephone, skype etc)</i>	Main outcomes <i>Briefly summarise the main outcomes of the meeting and how these were communicated to the membership of the Professional Unit</i>
1. October 29, 2018	Zoom meeting no.1	Assessment of the WLIC 2018
2. November 26, 2018	Zoom meeting no.2	Monthly meetings with the program leaders to coordinate the activities and program for the WLIC 2019
3. December 19, 2018	Zoom meeting no.3	
4. January 28, 2019	Zoom meeting no.4	
5. February 25, 2019	Zoom meeting no.5	
6. March 15, 2019	Zoom meeting no.6	Meeting with the Satellite Meeting team
7. March 25, 2019	Zoom meeting no.7	Same as in no.2-5
8. April 29, 2019	Zoom meeting no.8	Same as in no.2-5
9. May 28, 2019	Zoom meeting no.9	Same as in no.2-5
10. June 24, 2019	Zoom meeting no.10	Same as in no.2-5
11. July 29, 2019	Zoom meeting no.11	Same as in no.2-5

Please return this form to the Division Chair and Professional Support Officer (professionalsupport@ifla.org) no later than 31 October 2019.

Please also make a summary of this form available to the IFLA Members registered with the Professional Unit, removing any sensitive information such as risks, individuals' contributions, etc.

(Officers can obtain a list of their IFLA Members from membership@ifla.org).

When making the Annual Report public, please remove any information you think should not be shared. A web page template has been shared with Information Coordinators which you might use for this purpose: <https://codex.ifla.org/node/12489> [access with Codex log-in].



IFLA Section Knowledge Management

Information Coordinator June 2019

Update Prepared by Jane Burpee,

6/24/2019

Social Media Numbers

What	Action	Specifics and Metrics #s & +/- %								
Membership	+ number of members, targeting diversity	#s of members								
Mailing List	Regular, direct communications.	February Subscribers 647 March 649 May 653 June: PAGE NOT FOUND								
Twitter	Regular, direct communications	@IFLAKM December Followers 318 January 333 +15 February 352 +19 March 381 +29 May 417 +36 June 444 +27 <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; text-align: center;"> <tr> <td>Tweets</td> <td>Following</td> <td>Followers</td> <td>Likes</td> </tr> <tr> <td>878</td> <td>145</td> <td>444</td> <td>305</td> </tr> </table> </div>	Tweets	Following	Followers	Likes	878	145	444	305
Tweets	Following	Followers	Likes							
878	145	444	305							

Facebook

Regular,
direct
communicat
ions

January Followers 1266 +19
Likes 1251 +19
February Followers 1273 +7
Likes 1257 +6
March Followers 1,307 +50
Likes 1266 +9
May Followers 1334 +27
Likes 1287 +21
June Followers 1351 +17

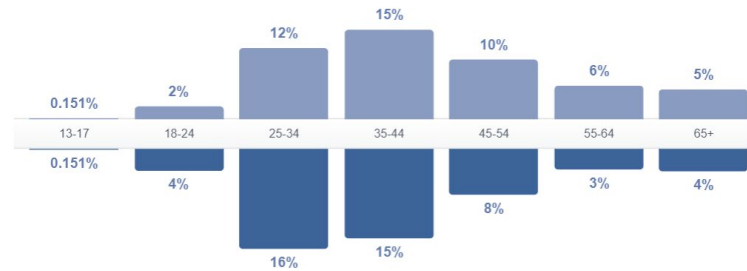
The people who follow your Page. This number is an estimate.

Women

49%
Your followers

Men

50%
Your followers



Country	Your followers	City	Your followers	Language	Your followers
India	207	Cairo, Cairo Governora...	31	English (US)	606
United States of America	159	Alexandria, Alexandria ...	22	English (UK)	237
Egypt	73	Kolkata, West Bengal, I...	21	Spanish	90
Brazil	38	Dhaka, Dhaka Division,...	20	French (France)	70
Canada	36	Bogotá, Distrito Especi...	18	Arabic	57
Indonesia	34	Delhi, India	17	Portuguese (Brazil)	36
Nigeria	28	Bangkok, Thailand	17	Indonesian	21
Colombia	27	Nairobi, Kenya	16	Hungarian	19
Malaysia	26	Mexico City, Distrito Fe...	14	Italian	19

Likes 1303+16

Instagram	Account will be created and content will be added to	IFLAKM@yahoo.com GOAL: To add photos at IFLA WLIC Greece
LinkedIn		<p style="text-align: right;">February members 498 March members 498 June 498</p> <p>NOTE: This account is 'owned' by a former member of the section. We have been unsuccessful in reaching them to get the admin rights. As a consequence, we do not have access to the back end.</p>
FLICKR		IFLAKM@yahoo.com GOAL: To add photos at IFLA WLIC Greece.

